



HealthTalk

Your journey to better health



What's inside

Turn to page 2 and learn about **3 digits that could save a life.**

Important plan info

Fraud and abuse

How to identify and report it

If you know health care fraud or abuse is taking place, please contact HealthChoice. Your privacy will be protected, and you don't have to give your name.



How to report fraud and abuse:

- Call the UnitedHealth Group fraud hotline at 1-866-242-7727, TTY 711
- Call the New York State fraud hotline at 1-800-663-6114
- Call the New York State Department of Health at 1-518-402-0836

3 digits could save a life

Remember 988 for the Suicide & Crisis Lifeline

Suicide can affect anyone. It's the second-leading cause of death for people ages 10–14 and 25–34.¹ Rates of suicide are higher among veterans, LGBTQ+ people, those who live in rural areas, and people who work in jobs like mining and construction.

Here are some signs to watch for:

- Talk about wanting to die or being a burden to others
- Substance abuse
- Extreme mood swings
- Episodes of rage or reckless behavior
- Sleeping more or less than usual
- Withdrawal or isolation

The good news is that help is available 24 hours a day. Call or text the 988 Suicide & Crisis Lifeline for support from a trained crisis counselor.

¹ Source: Centers for Disease Control and Prevention (CDC)



Dental health

Diabetes and your dental health

According to the Centers for Disease Control (CDC), more than 37 million people in the United States have diabetes. And 1 in 5 do not know they have it. High blood sugar can make it harder to keep your mouth healthy. Brushing and flossing your teeth daily can help avoid dental pain and infections. So can having regular dental visits. Your dentist can find and help treat tooth decay and gum problems before they become serious.



If you need help finding a dentist or getting an appointment, we can help. Call Member Services at the phone number on page 4 to learn more.

Disease Management

Understand your health conditions

If you have a health challenge, you may have questions like:

- What is this disease?
- How does this condition affect my overall health?
- What are the treatments?
- What might happen if I don't make lifestyle changes?

Our disease management program can help you take charge of your health. Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell

Know your risk and take action

The CDC says that breast and cervical cancers are 2 of the most common types of cancer in women. Here are some factors that may increase your risk.

Breast cancer risk factors

- Are age 50 or older
- Have a mother, sister or daughter (first-degree relative) who has had breast cancer
- Are not physically active
- Drink alcohol or smoke
- Have inherited changes to certain genes, such as BRCA1 and BRCA2
- Started your period before age 12 or started menopause after age 55

Cervical cancer risk factors

- Have been infected with human papillomavirus (HPV)
- Have HIV (the virus that causes AIDS)
- Have had many sexual partners
- Smoke

Did you know...

the recommended age to start screenings for colorectal cancer is 45? Finding it early can make it easier to treat and help prevent spreading. Talk to your primary care provider today about getting tested. It could save your life.



Talk to your provider about cancer screenings and the HPV vaccine.

If you need to find a provider, we can help. Call Member Services at the phone number on page 4 to learn more. Or visit myuhc.com/communityplan.

Postpartum care

Self-care after giving birth

Your body needs to recover after giving birth. It's ok to take it slow. Here are 4 ways to take care of yourself.

- **Get as much rest as possible.** Sleep when your baby sleeps.
- **Try to eat right.** A healthy, balanced diet can help your body recover.
- **Move a bit.** Check with your health care provider first. If they say it's okay, try to walk and do postpartum exercises for even a few minutes each day.
- **Be honest.** Ask friends, family and your provider for help when you need it.

If you have high blood pressure, diabetes or are overweight, you might be at a higher risk for complications. Some can be life-threatening. Learn more about warning signs at cdc.gov/hearher/maternal-warning-signs.



If you need help making an appointment for your postpartum check (7-84 days after delivery) please call Member Services at the phone number on page 4.

We're here to help

Member Services:

Medicaid/CHP: **1-800-493-4647**, TTY 711

Wellness4Me: **1-866-433-3413**, TTY 711

Essential Plan: **1-866-265-1893**, TTY 711

UHC Dual Complete

NY-Y001: **1-866-547-0772**, TTY 711

Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

Our website: myuhc.com/communityplan

Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

UnitedHealthcare app: Download on the App Store® or Google Play™

Access your health plan information on-the-go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

New York State Smokers' Quitline: **1-866-NY-QUITS (1-866-697-8487)** (toll-free) nysmokefree.com

Get help quitting smoking at no cost to you.

Transportation: **1-844-666-6270**

Medicaid and Wellness4Me members who need transportation can call Medical Answering Services (MAS).

Live and Work Well: liveandworkwell.com

Find articles, self-care tools, caring providers, and mental health and substance use resources.

Assurance Wireless:

assurancewireless.com/partner/buhc

Get unlimited high-speed data, minutes and texts each month. Plus an Android smartphone at no cost to you.

Healthy First Steps®: **1-800-599-5985**, TTY 711 uhchealthyfirststeps.com

Get support throughout your pregnancy for timely prenatal and well-baby care (toll-free).

Go digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your health information more quickly.

HIV Testing: health.ny.gov/diseases/aids/consumers/testing/index.htm

Get information on HIV and HIV counseling, testing, referral and partner notification (CTRPN) services. This includes perinatal HIV prevention and newborn screening.

AIDS Institute: health.ny.gov/diseases/aids

Get helpful information about programs, initiatives and services.

National Suicide Prevention Lifeline: **988** 988lifeline.org/chat

Help is available through phone or online chat 24 hours a day, 7 days a week.



NOTICE OF NON-DISCRIMINATION

UnitedHealthcare Community Plan complies with Federal civil rights laws. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please call the toll-free member phone number listed on your member ID card.

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

Email: **UHC_Civil_Rights@uhc.com**

Phone: **1-800-493-4647, TTY 711**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201

Phone: Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-493-4647, TTY 711, 8 a.m. – 6 p.m., Monday – Friday.**

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services, free of charge, are available to you. English
Call 1-800-493-4647 TTY 711

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-493-4647 TTY 711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-493-4647 TTY 711.	Spanish/Español
注意：您可以免費獲得語言援助服務。請致電 1-800-493-4647 TTY 711。	Chinese/中文
ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-493-4647 رقم هاتف الصم والبكم TTY 711	Arabic/اللغة العربية
주의: 무료 언어 지원 서비스를 이용하실 수 있습니다. 1-800-493-4647 TTY 711로 전화하시기 바랍니다.	Korean/한국어
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-493-4647 (телетайп: TTY 711).	Russian/Русский
ATTENZIONE: Nel caso in cui la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il 1-800-493-4647 TTY 711.	Italian/Italiano
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-493-4647 TTY 711.	French/Français
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-493-4647 TTY 711.	French Creole/ Kreyòl ki soti nan Fransè
אכטונג: אויב איר רעדט אידיש, זענען פאראן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-800-493-4647 TTY 711	Yiddish/אידיש
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-493-4647.	Polish/Polski
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyong pantulong sa wika nang walang bayad. Tumawag sa 1-800-493-4647 TTY 711	Tagalog
দৃষ্টি আকর্ষণ: যদি আপনার ভাষা “Bengali বাংলা” হয় তাহলে আপনি বিনামূল্যে ভাষা সহায়তা পাবেন। 1-800-493-4647 TTY 711 নম্বরে ফোন করুন।	Bengali/বাংলা
KUJDES: Ju vendosen në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-493-4647	Albanian/Shqip
Προσοχή: Στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε «1-800-493-4647» TTY 711.	Greek/ Ελληνικά
توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان سے متعلق مدد کی خدمات مفت دستیاب ہیں۔ کال کریں 1-800-493-4647 TTY 711	Urdu/اردو